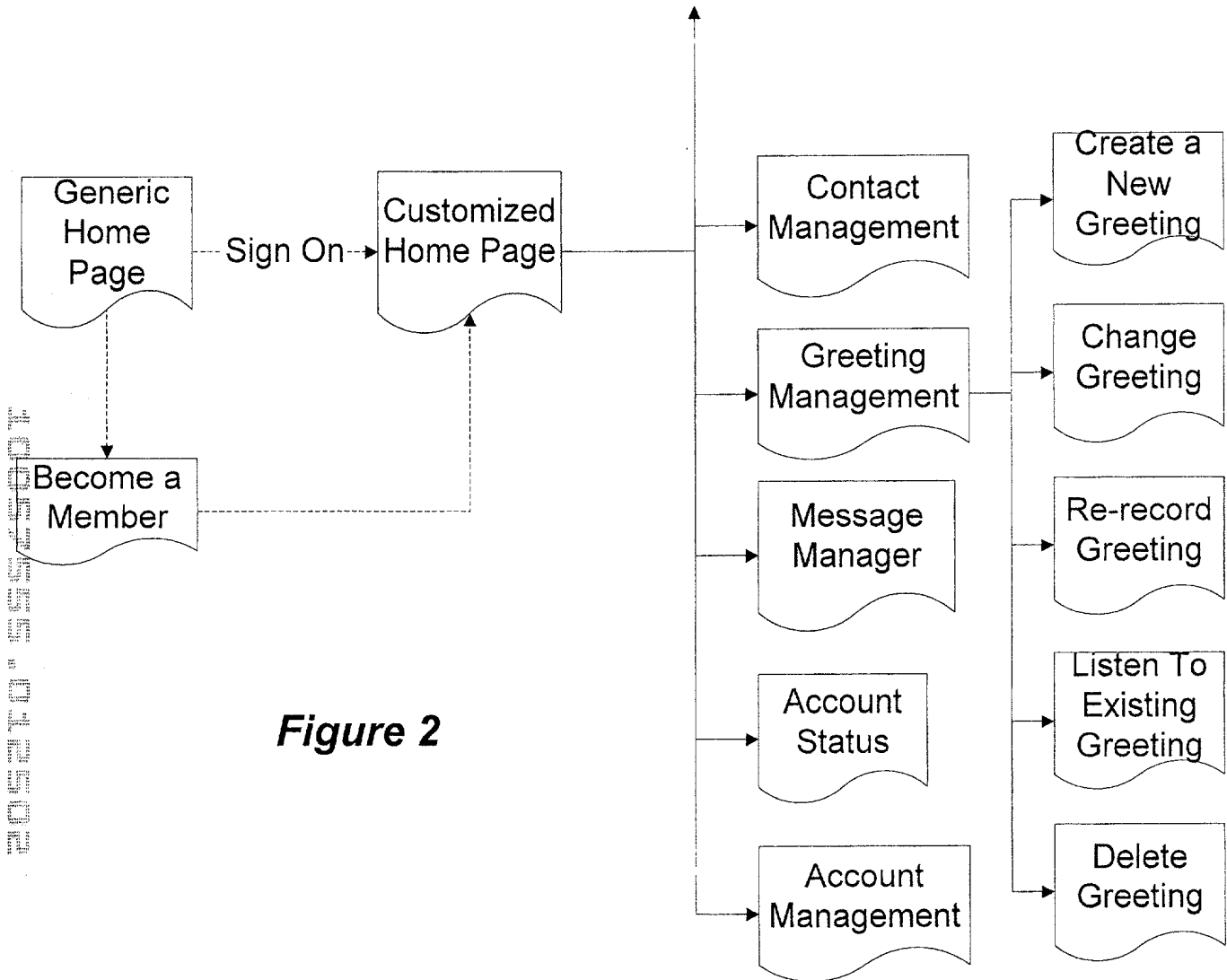
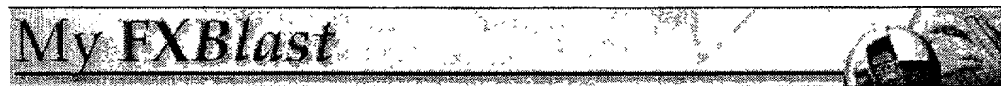


...to Figure 2

...from Figure 1



**Figure 2**



Welcome Back: VPS

Last Login Time: 12/11/2001 2:34:55 AM

[Important Messages](#)[Recent Activity](#)[New Features](#)[Tools & Tips](#)[Did You Know?](#)

## Important Messages

There are no messages for you at this time

## Recent Activity

### Currently Active Blasts

VPS Advertiser Callback	Date Submitted:12/10/2001 11:35:00 PM	<a href="#">View Blast Details</a>
VPS Advertiser Callback	Date Submitted:12/10/2001 5:05:01 AM	<a href="#">View Blast Details</a>
VPS Advertiser Callback	Date Submitted:12/9/2001 5:05:00 AM	<a href="#">View Blast Details</a>
VPS Advertiser Callback	Date Submitted:12/8/2001 5:05:00 AM	<a href="#">View Blast Details</a>
VPS Advertiser Callback	Date Submitted:12/7/2001 5:05:01 AM	<a href="#">View Blast Details</a>
VPS Advertiser Callback	Date Submitted:12/6/2001 10:05:01 AM	<a href="#">View Blast Details</a>
VPS Advertiser Callback	Date Submitted:12/6/2001 5:05:00 AM	<a href="#">View Blast Details</a>
VPS Advertiser Callback	Date Submitted:12/5/2001 2:05:00 PM	<a href="#">View Blast Details</a>
VPS Advertiser Callback	Date Submitted:12/4/2001 12:05:00 PM	<a href="#">View Blast Details</a>
VPS Advertiser Callback	Date Submitted:12/4/2001 5:05:01 AM	<a href="#">View Blast Details</a>
VPS Advertiser Callback	Date Submitted:12/3/2001 5:05:00 AM	<a href="#">View Blast Details</a>

### Recently Completed Blasts

None

[View All Blasts](#)

## New Features

With **FXBlast** you can now give your Recipients the ability to speak with live agents immediately. Recipients can be transferred to your live agents in order to ask questions or complete sales, increasing customer satisfaction and revenues.

**FXBlast** combines your pre-recorded voice greetings with our advanced text-to-speech technology, to create fully customizable messages, which allow you to treat your Recipients as individuals.

**FXBlast** can be used to poll Recipients or gather feedback, with our unique Voice Capture option.

**FXBlast's** ability to accept credit cards means sales can be completed fully automated, without the need for live agent interaction.

With **FXBlast's** efficient priority call delivery option, calls can be scheduled at the Recipients convenience, rather than when your agents can make the calls. This increases your chances of reaching your Recipients, and not answering machines.

**FXBlast** allows you to create social circles (a bunch of friends) or groups (soccer, baseball, softball teams) within your **FXBlast** account. This way when the meeting time or place changes or when the game gets rained out you don't even have to make 1 phone call to alert all of these people. It's like having a private secretary who

*Figure 3*

# New FXBlast

## Step 1 of 7

1. Who will receive the message

2. Recording or selecting your greeting

3. Creating your message

4. Answering machine options

5. Selecting phone call options

6. Scheduling delivery

7. Previewing and sending the Blast

First, name your Blast and provide an optional description. Then, determine who will receive your Blast.

Items marked with an asterisk (\*) are required.

### Basic Information

\* Blast Name:

Give your Blast a name.  
(Limit 50 characters)

Blast Description:

Although not mandatory, you may also want to provide a description of the Blast for future reference.  
(Limit 255 characters)

FXBlast will lead you through the process of determining who will receive your message. You can either select or modify an existing list or create a new list.

### List Selection

Select List:

I want to modify this List

I want to create a new List

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*Figvae* 4

# New FXBlast

## Step 2 of 7

1. Who will receive the message

2. Recording or selecting your greeting

3. Creating your message

4. Answering machine options

5. Selecting phone call options

6. Scheduling delivery

7. Previewing and sending the Blast

You are now ready to select or record your Greeting. This greeting can be your entire message or it can be combined with a customized message that you can create in Step 3.

### Select a Greeting

Select Greeting:

[Record a new Greeting](#)

[Re-Record a new Greeting](#)

[Continue](#)

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*Figure 5*

# New FXBlast

## Step 3 of 7

- |   |                                     |
|---|-------------------------------------|
| 1. Who will receive the message         | 4. Answering machine options        |
| 2. Recording or selecting your greeting | 5. Selecting phone call options     |
| 3. <b>Creating your message</b>         | 6. Scheduling delivery              |
|   | 7. Previewing and sending the Blast |

Now we will walk through the process of creating your customized message.

**This section is not required.** You have the option of sending only the Greeting you just recorded or selected or you can add a customized message to your Greeting. If you do not want to add a customized message to your Greeting, [Click Here](#).

### Create Your Custom Message

If you want to create a customized message to accompany the greeting you already created, begin by typing in your text-to-speech message in the below. When you want to automatically merge information from your database into your message, simply type in the number that correspond to with the database categories from the drop-down window to the right (make sure that you put each number in brackets).

For example: You have an appointment on [1] in our [2] office. This will become: You have an appointment on **Wednesday** in our **Westbrook** office. Note that the maximum number of database categories that can be inserted is 15.

Type your  
text-to-  
speech  
messag  
here:

Database Categories:

[1]: Name

Listen to your message

Continue

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Ag B

# New FXBlast

## Step 4 of 7

1. Who will receive the message
2. Recording or selecting your greeting
3. Creating your message

### 4. Answering machine options

5. Selecting phone call options
6. Scheduling delivery
7. Previewing and sending the Blast

You will now determine what will happen when an answering machine is encountered.

### Answering Machine Options

#### 1) Is it OK if an answering machine answers your call?

- ☒ No, I never want my message left on an answering machine. Click the [Continue](#) button now to proceed.
- ☐ Yes, leave a message on:
- ☐ First attempt if the live contact is not reached
  - ☐ Last attempt only

#### 2) If You are Leaving a Message on an Answering Machine, Do You Want to Leave a Different Message Than the Message You Will Play for a Live Contact? (This is useful if your live message has an interactive element (i.e. Call transfer) that is not applicable on a recorded message)

- ☐ No, I want to play the same message. Click the [Continue](#) button now to proceed
- ☐ Yes, I want to leave a different message. Create the new message below

#### 3) Create Your Answering Machine Only Message

If you have selected "yes" to the "Different Message" option above, you must enter a new message in the text box below.

To create a new answering machine only message begin by typing in your text-to-speech message below. When you want to automatically merge information from your database in to your message, simply type in the number that corresponds with the database categories from the drop down window (make sure you put each number in brackets).

For example: You have an appointment on [1] in our [2] office. This will become. You have an appointment on **Wednesday** in our **Westbrook** office. Note that the maximum number of database categories that can be inserted is 15.

Type your  
answern  
machine  
only message  
here.

Database Categories.

[1]: Name

Note: FXBlast automatically leaves the the date and time at the end of the call.

Listen to your message

[Continue](#)

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## New FXBlast

### Step 5 of 7

1. Who will receive the message

2. Recording or selecting your greeting

3. Creating your message

4. Answering machine options

**5. Selecting phone call options**

6. Scheduling delivery

7. Previewing and sending the Blast

This optional section allows you to enhance Your Blast.

#### Selecting Phone Call Options

If you only want to play your recorded voice message and text-to-speech message, this section is not required. To continue with no enhancements, click the button below and proceed to the **Call Transfer/Urgent Call Options** section at the bottom of this page.

☒ I will not use any options in this Blast

If you want to do anything special in this Blast, select an option from the list below.

#### Offer Options

Note: You may only choose one of the options below, which will cost an additional 5 cents per contact.

Do you want to ask a question? If yes, select the type of question.

- ☐ Ask a Yes/No Question
- ☐ Ask a question and record a Voice Answer
- ☐ Ask a Multiple Choice Question and let the user select an answer

Do you want to record any information? If yes, select the type of information to record.

- ☐ Record the Caller's Name and Address
- ☐ Record the Caller's Name, Address and E-mail Address

Do you want to make any type of offer or conduct a transaction during the call?

- ☐ Make an Offer or conduct a transaction (if selected, a variety of offer/transaction options will be provided on the next page.

#### Selecting Phone Call Options: Call Transfer/Urgent Call Options

Do You Want to give the caller the option to be transferred to a live person? Indicate below if you want to accept this option. An Additional charge of 10 cents per Contact applies

- ☐ Yes, I want to give the caller the option to be transferred to a live person. If you select this option, please provide the telephone number that the calls should be transferred to below:

-  -

Is This an Urgent Call? If it is important to reach a live contact, we can make up to 15 call attempts. Indicate below if you want to accept this option. An Additional charge of 10 cents per Contact applies

- ☐ Yes, I want to try to reach my Contact at least 15 times before stopping.

Continue

Fig 8



# New FXBlast



## Yes or No Question

Please enter the yes or no question you would like to ask in the text box below.

Note: FXBlast automatically captures each recipient's response, with 1 being yes and 2 being no.

Play It!

Figure

9

10052555.01502

# New FXBlast

## Multiple Choice Question

In the text box below, please enter the multiple choice question you would like FXBlast to ask your Recipients.

Now please enter all possible answers to your question (max. 9). FXBlast will capture each Recipient's response.

1.
2.
3.
4.
5.
6.
7.
8.
9.

Play It!

Figure 10

# New FXBlast

## Make an Offer

What type of offer would you like to make?

- ☐ Record recipient's name and address and play your confirmation message.
- ☐ Complete the transaction, fully automated over the telephone, with FXBlast gathering the credit card information and playing your confirmation message.
- ☐ Make an offer by having the call transferred to another phone number.

Please provide the telephone number.  -  -

What is the maximum number of simultaneous calls you can handle?

☐ Complete the transaction with you doing the billing and FXBlast playing your confirmation message.

If you have selected the first, second, or fourth options above, you must enter a message in the text box below in order to continue.

**Note:** FXBlast automatically leaves the date and time at the end of each call.

Submit

Figure //

# New FXBlast

## Step 6 of 7

1. Who will receive the message
2. Recording or selecting your greeting
3. Creating your message
4. Answering machine options
5. Selecting phone call options
- 6. Scheduling delivery**
7. Previewing and sending the Blast

### Schedule Your Calls

#### ☐ Start Calling Immediately and Specify When the Calls Must be Completed By

Complete by: [Select Date] [Select Time] (\*Note 1)

#### ☒ Just Specify When the Calls Should Start and End (Calls Could Be Made From 9:00 AM to 9:00 PM)

Start calls on: [Select Date] [Select Time] (\*Note 1)

End calls on [Select Date] [Select Time] (\*Note 1)

#### ☐ Make Specific Choices About When the Calls Should be Made

Start calls on: [Select Date] [Select Time] (\*Note 1)

End calls on [Select Date] [Select Time] (\*Note 1)

What days of the week would you like the calls to be made?

Mon. ☐ Tues. ☐ Wed. ☐ Thurs. ☐ Fri. ☐ Sat. ☐ Sun. ☐

Now tell us when during the day that calls should be made.

Monday - [Select Time] To: [Select Time] (\*Note 1)

Saturday. [Select Time] To: [Select Time] (\*Note 1)

Sunday [Select Time] To: [Select Time] (\*Note 1)

Note 1: All call times are based on the person(s) you are calling time zone.

Note 2: If customers have the option of speaking to a live operator please make sure you schedule the calls accordingly to make sure live operators are available during these times.

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# FXBlast Results

Please choose one of your previously launched Blasts.

## Choose a Blast

Select Blast:

	Start Date	End Date	Status	Number To Call	% Not Called	% Live Answer	% Answering Machine	% Busy/ No Answer	% Bad Numbers
<a href="#">Summary</a>	N/A	N/A	Pending	33	N/A	N/A	N/A	N/A	N/A
<a href="#">Summary</a>	12/10/2001	N/A	In Progress	33	36%	30%	27%	0%	6%
<a href="#">Summary</a>	12/9/2001	N/A	In Progress	33	85%	3%	12%	0%	0%
<a href="#">Summary</a>	12/9/2001	N/A	In Progress	33	45%	24%	21%	0%	6%
<a href="#">Summary</a>	12/7/2001	N/A	In Progress	32	28%	38%	16%	9%	9%
<a href="#">Summary</a>	12/6/2001	N/A	In Progress	34	0%	53%	41%	0%	6%
<a href="#">Summary</a>	12/6/2001	N/A	In Progress	6	50%	33%	17%	0%	0%
<a href="#">Summary</a>	12/5/2001	N/A	In Progress	32	0%	47%	34%	22%	0%
<a href="#">Summary</a>	12/4/2001	N/A	In Progress	1	0%	100%	0%	0%	0%
<a href="#">Summary</a>	12/4/2001	N/A	In Progress	32	9%	44%	34%	9%	3%
<a href="#">Summary</a>	12/3/2001	N/A	In Progress	23	22%	35%	26%	17%	0%

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F1514

# Blast Summary

Please choose one of your previously launched Blasts.

Date Launched: 5/10/2001 2:06:25 PM Date Started:  
See Call Detail Date Finished:

## Call Summary Information

# Contacts in List: 14  
# Calls Attempted:  
# Calls Redirected:  
% of Calls Made in Time 100%  
Frame:

## Billing Summary Information

Billable Minutes: 45  
Amount Spent on Blast: \$3.20  
Credit Amount Remaining: \$96.80

Figure 15

# Blast Detail

Select Contacts in this Blast

Last  
Name:

☐ Begins With ☐ Matches Exactly

☒ View All

Search

Sort:

Last Name

Show Only

Results:

All Calls



[First Page](#)

[Previous Page](#)

[Next Page](#)

[Last Page](#)

Contact Name	Phone Number	Call Result	Failure Reason	Offer Accepted	Call Transferred
Baldoni, Daniel	610-555-1226	Call Pending	None	Yes	Yes
Barber, Gregory	610-555-1227	Call Pending	None	Yes	Yes
Barlow, Justin	610-555-1228	Call Pending	None	Yes	Yes
Bartholomew, Adam	610-555-1229	Call Pending	None	Yes	Yes
Bauer, Bill	610-555-1225	Call Pending	None	Yes	Yes
Bauer, Jonathan	610-555-1230	Call Pending	None	Yes	Yes
Bender, Eric	610-555-1231	Call Pending	None	Yes	Yes
Bender, Gregory	610-555-1232	Call Pending	None	Yes	Yes
Besack, Corey	610-555-1233	Call Pending	None	Yes	Yes
Biemer, Garrett	610-555-1234	Call Pending	None	Yes	Yes

[Create a New List From Listed Contacts](#)

Figure

16



# Contact Management

To enter a new Contact, simply click the "Add a Contact" icon. Click "edit" to change or update a Contact's information. If you would like to delete a Contact, just place a check mark in the box to the right of their telephone number. Then click the "Delete Selected Items" button. **FXBlast** also gives you several ways to search and sort your Contacts. Use the "Previous Page" or "Next Page" links to navigate through multiple pages

## Search For Contacts

Last Name:  ☐ Begins With ☐ Matches Exactly ☒ View All

Sort:  Contacts Per Page:  Show From List:

Viewing Contact: 1 to 10 of 9983



<input type="checkbox"/>	<a href="#">First Page</a>	<a href="#">Previous Page</a>	<a href="#">Next Page</a>	<a href="#">Last Page</a>		
	Contact Name	Contact Address	City	ST	Phone	
<input type="checkbox"/>	<a href="#">edit</a> Bochniak Aaron	Po Box 531	Latham	NY	518-783-3241	<input type="checkbox"/>
<input type="checkbox"/>	<a href="#">edit</a> Mitchell Aaron	3294 connecticut	Burton	MI	810-425-5559	<input type="checkbox"/>
<input type="checkbox"/>	<a href="#">edit</a> Sue Aarons	1748 los carneros ave.	Napa	CA	270-222-2572	<input type="checkbox"/>
<input type="checkbox"/>	<a href="#">edit</a> Eileen Abate	6 edwards court	Clifton	NJ	973-772-2293	<input type="checkbox"/>
<input type="checkbox"/>	<a href="#">edit</a> Keith Abbe	314 windsor drive	Elyria	OH	440-365-5285	<input type="checkbox"/>
<input type="checkbox"/>	<a href="#">edit</a> Joseph Abbott	7 rutgers court apt a6	Belleville	NJ	297-227-7592	<input type="checkbox"/>
<input type="checkbox"/>	<a href="#">edit</a> Jill Abbott	P.o box 302	Mahwah	NJ	201-848-8263	<input type="checkbox"/>
<input type="checkbox"/>	<a href="#">edit</a> Jill Abbott	933 mac arthur blvd	Mahwah	NJ	201-934-4226	<input type="checkbox"/>
<input type="checkbox"/>	<a href="#">edit</a> Kristin Abendroth	121 marangale rd	Manlius	NY	231-268-8225	<input type="checkbox"/>
<input type="checkbox"/>	<a href="#">edit</a> Donald Abraham	131 main st.	Monocacy station	PA	610-385-5266	<input type="checkbox"/>

Figure

17

# Contact Management

Use this form to add information to your Address Book.

All Items Marked With an Asterisk (\*) Are Required

Name:  Mr  \*First:  MI:  \*Last:

Address:

City:  State:  Alabama Zip:

Country:  United States

Primary e-mail:

Other e-mail:

Account Number:

Reference Number:

\*Note: You must enter at least one phone number. If you have entered more than one phone number, please select the number that is to be called when this Contact is selected.

Home Phone:  -  -

Work Phone:  -  -  X:

Cellular Phone:  -  -

Pager Number:  -  -  AC:

Fax Number:  -  -

Other Phone:  -  -

\*Phone

Default: ☐ Home ☐ Cell ☐ Work ☐ Pager ☐ Fax ☐ Other

Company	<input type="text"/>		
Name:			
Job Title:	<input type="text"/>		
Address:	<input type="text"/>		
	<input type="text"/>		
City:	<input type="text"/>	State:	<input type="text" value="Alabama"/>
		Zip:	<input type="text"/>
Country:	<input type="text" value="United States"/>		
Primary	<input type="text"/>	Other	<input type="text"/>
Business e-mail:		Business e-mail:	
			<input type="button" value="Add"/>

Figure 19

2025-01-01 09:50:00